

The Managed Care Contracts Section in the Division of Program Support has been reorganized to better assist all internal and external customers with managed care issues regarding benefits and contract compliance. To receive assistance, you can contact us by e-mail at: [HealthyOptions@dshs.wa.gov](mailto:HealthyOptions@dshs.wa.gov) <<mailto:HealthyOptions@dshs.wa.gov>>. E-mail communication is preferred so that we are able to track our response.

The following staff are the primary contacts for resolving managed care issues with the health plans:

Alan Himsl (360) 725-1647  
Michael Paulson (360) 725-1641  
Penny Dow (360) 725-1636  
Andree Balzer (360) 725-1660  
Agnes Ericson (360) 725-1625  
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